

## **REMARKS**

Reconsideration and further examination of the subject patent application in light of the present Amendment and Remarks is respectfully requested.

Claims 1-39 are currently pending in the application and stand rejected under 35 U.S.C. §103(a) as being obvious over U.S. Pat. No. 6,137,870 to Scherer in view of U.S. Pat. No. 6,940,962 to Hansen II et al. In view of the claims as presently amended, applicant respectfully traverses this rejection.

Independent claims 1, 20, 29, 38 and 39 have been further limited to “selecting an agent of the plurality of agents for handling the call based upon a business reason derived from the obtained transactional data”. Support for this additional limitation may be found on the last two paragraphs of page 9 of the specification. It may be noted in this regard that determining that a caller is delinquent in his or her bill and routing the caller to an agent in the “collections” department is a business decision based upon information derived from the call.

Independent claims 1, 20, 29, 38 and 39 have also been further limited to “dialing a telephone number of the selected agent of select agent group using a hook transfer type of operation”. Support for this limitation may be found in the last paragraph of page 9 of the specification.

In contrast, Scherer fails to provide any mechanism for routing a call other than by modifying a dialed number. Transferring a call based upon modification of the dialed number is inefficient because it requires that the dialed number field be used for call routing instead of for data transfer as under the claimed invention.

In addition, Scherer relies upon one of the Caller Specific Information (CSI), a Caller Specific Account Number (CSA) or an Initial Address Message (IAM) for purposes of call routing.

Further, without the CSI, CSA or IAM, Scherer could not route a call.

In addition, Hansen II also fails to provide any teaching or suggestion of selection of an agent based upon a business reason or of “dialing a telephone number of the selected agent of select agent group using a hook transfer type of operation”. Instead of dialing a number of a selected agent, Hansen II merely forwards unanswered calls to a single destination (i.e., a voice mail system), as an operator would.

Since the claimed invention relies upon “dialing a telephone number of the selected agent of select agent group using a hook transfer type of operation”, there is no limit to the amount of information that can be inserted into the call information identifier fields, other than field size limits. In addition, the claimed system can operate within any PSTN environment without change to that environment.

Since the combination of Scherer and Hansen, II et al. fail to teach at least the claim limitations of agent selection based upon a business decision and dialing of a selected agent using a hook type transfer type of operation, the combination fails to teach each and every claim limitation. Since the combination fails to teach each and every claim limitation, the rejections are improper and should be withdrawn.

#### Closing Remarks

The art made of record by the Examiner but not relied upon as a basis of rejection, does not, whether taken alone or in combination with Scherer and Hansen, II et al., anticipate or render obvious any of applicant's claims as now amended in the application.

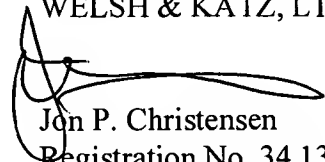
For the foregoing reasons, applicant submits that the subject application is in condition for

allowance and earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,  
WELSH & KATZ, LTD.

By



Jon P. Christensen  
Registration No. 34,137

November 8, 2005  
WELSH & KATZ, LTD.  
120 South Riverside Plaza  
22nd Floor  
Chicago, Illinois 60606  
(312) 655-1500